

COMBINED DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As the below-named inventors, we hereby declare that:

Our residences, post office addresses and citizenship are as stated below next to our names.

We believe we are the original, first and joint inventors of the subject matter which is claimed and for which a patent is sought on the invention entitled: **SYSTEM AND METHOD FOR PROVIDING POTENTIAL PROBLEM SOLUTIONS TO A SERVICE PROVIDER**, the specification of which is attached hereto.

We hereby state that we have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

We acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

We hereby claim foreign priority benefits under Title 35, U.S.C. §119 of any foreign application for patent or inventor's certificate listed below, and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

| COUNTRY | APPLICATION NUMBER | DATE OF FILING (day, month, year) | PRIORITY CLAIMED UNDER 37 U.S.C. 119 |
|---------|--------------------|--------------------------------------|--|
| None | | | |
| | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

We hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| APPLICATION SER. NO. | APPLICATION SER. NO. | FILING DATE | STATUS (patented, pending, abandoned) |
|----------------------|----------------------|-------------|--|
| None | | | |

We hereby appoint Carl B. Horton (Reg. No. 34,622) of GE MEDICAL SYSTEMS, 3000 North Grandview Blvd., Waukesha, Wisconsin 53188; Ronald E. Myrick (Reg. No. 26,315), Henry J. Policinski, (Reg. 26,621), Jay L. Chaskin, (Reg. No. 24,030), James W. Mitchell, (Reg. No. 25,602), and Bernard Snyder, (Reg. No. 24,843) all of GENERAL ELECTRIC COMPANY (W3E), 3135 Easton Turnpike, Fairfield, Connecticut 06431-0001; and Patrick S. Yoder (Reg. No. 37,479), Michael G. Fletcher (Reg. No. 32,777), Ralph A. Graham (Reg. No. 47,607), Tait R. Swanson (Reg. No. 48,226), Robert A. Manware (Reg. No. 48,758); John M. Rariden (Reg. No. 54,388); Brent R. Knight (Reg. No. 54,226), Manish B. Vyas (Reg. No. 54,516) and Barry D. Blount (Reg. No. 35,069) of FLETCHER YODER, 7915 FM 1960 West, Suite 330, Houston, Texas 77070, jointly, and each of them severally, our attorneys, with full power of substitution, delegation and revocation, to prosecute this application, to make alterations and amendments therein, to receive the patent and to transact all business in the Patent and Trademark Office connected therewith.

We hereby direct that all correspondence and telephone calls in connection with this application be addressed to Patrick S. Yoder, 7915 FM 1960 West, Suite 330, Houston, Texas 77070, (281) 970-4545.

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that all such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first joint Inventor: Lawrence E. Ploetz

Inventor's signature: Lawrence E. Ploetz Date: 11-25-03

Residence: 16820 Willow Ridge Lane, Brookfield, Wisconsin 53005, U.S.A.

Citizenship: U.S.A.

Post Office Address: 16820 Willow Ridge Lane, Brookfield, Wisconsin 53005, U.S.A.

Full name of second joint inventor: James F. Kohli

Inventor's signature: James F. Kohli Date: 11/25/03

Residence: 805 Calico Ct., Waukesha, Wisconsin _____, U.S.A.

Citizenship: U.S.A.

Post Office Address: 805 Calico Ct., Waukesha, Wisconsin _____, U.S.A.

Full name of third joint inventor: Tarun K. Shukla

Inventor's signature: _____ Date: _____

Residence: 112/1, Pemmegowda Road, Krishnamma Garden, Benson Town Post, Bangalore, Karnataka 560046, INDIA

Citizenship: Indian

Post Office Address: 112/1, Pemmegowda Road, Krishnamma Garden, Benson Town Post, Bangalore, Karnataka 560046, INDIA

PATENT
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Full name of sole or first joint inventor: **Lawrence E. Ploetz**

Inventor's signature: _____ Date: _____

Residence: **16820 Willow Ridge Lane, Brookfield, Wisconsin 53005, U.S.A.**

Citizenship: **U.S.A.**

Post Office Address: **16820 Willow Ridge Lane, Brookfield, Wisconsin 53005, U.S.A.**

Full name of second joint inventor: **James F. Kohli**

Inventor's signature: _____ Date: _____

Residence: **805 Calico Ct., Waukesha, Wisconsin _____, U.S.A.**

Citizenship: **U.S.A.**

Post Office Address: **805 Calico Ct., Waukesha, Wisconsin _____, U.S.A.**

Full name of third joint inventor: **Tarun K. Shukla**

Inventor's signature:  Date: 24th November 2003

Residence: **House No 81, Ganesh Prasad Masuraha Ward, Purani Basti, In front of Adarsh Gyan Shishu Vidyalaya, Katni, Madhya Pradesh 483501, INDIA**

Citizenship: **Indian**

Post Office Address: **John F Welch Technology Center, Plot# 152, EPIP, Phase 2, Whitefield, Bangalore, Karnataka 560066, INDIA**